



September 2005 AWIN Monthly Newsletter

Welcome...

...to the the monthly newsletter for the Arkansas Wireless Information Network, also known as AWIN. AWIN is a multi-phased approach to building the infrastructure for a statewide interoperable radio system. It will be used by first responders of all types across the state. As we move toward this new level of communication, we will continue to keep you informed of the progress.

AWIN Support

In partnership with the Arkansas State Police, the Department of Information Systems (DIS) operates the AWIN Call Center to support all AWIN subscribers (radio users) with technical assistance or AWIN-related requests. Technicians are on call in the event of any emergency. Call (501) 682-HELP (682-4357) or toll-free (800) 435-7989 or e-mail: awin.support@arkansas.gov

The DIS professionals who provide support for AWIN have fielded 182 customer requests to date.

Lantz joins AWIN team



AWIN Systems Manager Bruce Lantz.

Bruce Lantz has joined the AWIN leadership team as the AWIN Systems Manager. Bruce brings over 3 decades of experience in the first responder community and in first responder communication.

Bruce began his career as a Police Officer in the city of North Little Rock, where he served in the DWI squad and the speed, or radar, squad among others. He began his career in radio systems management in combining the NLR Fire and Police Communications and Dispatch systems.

Bruce comes to the AWIN team from serving as the Communications Systems Manager for the Arkansas Forestry Commission (AFC). During the time working for AFC, Bruce led the project to build a new center to dispatch wildfires throughout

the state. During Bruce's tenure at AFC, all of the computer-aided systems, radio system and associated system have been replaced, including over four hundred mobile units, over three hundred portables, base stations and repeaters.

Bruce has been involved in the AWIN project for many years, serving as the AFC designee to the AWIN project and chair of AWIN Technical Standards Committee, which was vested with writing the technical specification for the AWIN project.

Bruce's thirty-five year career in Communications Management has prepared him well for his new role and the AWIN Systems Manager position. Bruce recently commented, "No one with the training and interest I have would miss the opportunity to work at AWIN. This job is very fast paced and, while it can be stressful at times, it is personally very rewarding. The folks I report to are very knowledgeable and committed to the AWIN project and its users and to the citizens of Arkansas. The Motorola systems that are being employed in AWIN are top quality and the Motorola project team are very professional."

Quality effort success!

As reported in last month's AWIN Newsletter, the project schedule has been delayed due to an anomaly with the base stations at some locations. Due to the diligence of the AWIN Management Team, Motorola Management Team and Motorola product development engineers, a solution has been identified and is currently being deployed.

Motorola product development engineers in Schaumburg, Illinois, identified irregularities in the High Power Base Stations (HPBS) related to the power output. A solution was identified and the fix was applied to a HPBS. Upon completion of rigorous testing in Schaumburg, five HPBS were prepared and shipped to Motorola's

Arkansas site where further testing was conducted.

Motorola's engineers in Arkansas were satisfied that the HPBS would function properly in the field. The next step was to test the fix in the field under normal operating conditions. The site chosen was in Marshall. The HPBS were installed, more tests conducted, and late in the day September 1st the engineers were satisfied that the fix was solid.

Motorola has moved swiftly to apply the fix to the remaining HPBS that were already in service. This effort should conclude by the end of September or early October, positioning the implementation team to resume cutovers shortly thereafter.

Command and control user group information

Three command and control user group meetings have been held so far this fall. Users in the Fayetteville, Clinton and Old Washington areas have turned out to hear about the progress on the system cutovers, the Tri County Pilot and CSEPP projects. Further these groups have discussed the command and control project in depth. The most interest has been the command and control template, programming, and training.

The command and control template was discussed in detail in all the meetings. Users were interested to know how the template was developed, as well as how the different talkgroups will be used, and how the template provides statewide interoperability.

The process for programming the template into the radios was also presented. The normal purchasing process will be followed by each county. Each county

will work with their local vendor to obtain their radios. The local vendors will work with the system manager to get the radios programmed and added to the system.

Training will be provided for all command and control users. Local vendors and designated county personnel will participate in train the trainer sessions. After these sessions these trainers will work with the local users to ensure that everyone understands how to use the radios. Training dates have not been established. When they are firm, that information will be pushed out to the counties.

Two of the user group meetings had to be postponed due to the hurricane Katrina relief effort. These meetings, in Brinkley and Monticello are currently being rescheduled. The times and dates for these meetings will be posted in the weekly AWIN Alerts.

--Coming Events--Coming Events--

- Command and control end user meetings are scheduled in the coming weeks in Jonesboro which is on 10/04/05 and Texarkana which is on 10/12/05. All meetings will begin at 10 a.m.

For more information on the Command and Control Project, please visit www.awin.arkansas.gov. For further details about the command and control end user meetings, please contact Penny Rubow at 501.682.5358 or penny.rubow@arkansas.gov.



Jim Cross, (Nevada County), Larry Miller (Nevada County), Diane Albright (Lafayette County), Danny Ormand (Lafayette County), and Teresa Smith (Hempstead County) at the September 14th Command and Control User Group Meeting.



Arkansas Wireless Information Network

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